



Code of Ethics

Version: October 2025

Foreword

The notoriety and future of Centreon and all of its subsidiaries (hereinafter referred to as "the Group" or "Centreon" or "the Company") are based on the trust that the Group inspires in stakeholders, its customers and his collaborators. The Code of Ethics brings together principles to which Centreon adheres and which should help all Employees to better understand ethical issues. It must, in case of doubt, serve as a frame of reference for their daily attitudes, behaviors and actions.

This Code of Ethics applies to all employees of the Group, hereinafter referred to as "Employees", as well as to all persons with whom the Group is associated (customers, suppliers, advisers, auditors, subcontractors, agents and other intermediaries).

This Charter is integrated into the internal regulations of the companies of the Centreon group.

Each Employee, regardless of their hierarchical level, must apply, within the limits of their functions and responsibilities, the rules set out below and ensure that they are also applied by the persons placed under their responsibility.

Employees who do not comply with applicable laws or regulations, or the principles of this Code, are subject to disciplinary measures in accordance with internal regulations and/or legal provisions.

In addition, this Code includes a whistleblowing scheme allowing each employee (or any person) to report, in a non-binding, confidential and anonymous manner, an action infringing this Code of Ethics and national or international regulations.

Julien MATHIS
CEO & Co-Founder



Integrity



COMPLIANCE WITH LEGISLATION

The Group commits to comply with the laws and regulations in each country where it operates. Compliance with the law is an essential value. It is the responsibility of all Employees to know and fully comply with applicable laws and regulations, as well as the policies and guidelines established by the Company. All Collaborators are required, in case of doubt and need, to seek advice to the competent department for additional information.

PRIVACY

Collaborators are required to keep for themselves confidential information relating to Centreon or its partners to which they may have had access. This obligation continues even after the termination of their work contract. All confidential information must be kept and remained confidential, unless it has been the subject of public and authorized release. Each employee must ensure that any information that is not public remains strictly confidential.

USE OF COMPANY'S IT RESOURCES

Employees must comply with the IT Charter and IT security Charter in force within the Group. Computers (hardware, software, networks) and the information contained therein must be used responsibly and only for legitimate purposes. Employees are prohibited from using Centreon's computer systems for illicit or defamatory purposes. Personal use of the Company's IT resources must be kept to a minimum and must never involve the installation of hardware or software that does not comply with Centreon's IT standards or infringes the copyrights of third parties.

Environmental Responsibility



ENVIRONMENTAL PROTECTION

The Group is committed to preserving natural and energy resources, reducing the production of waste, its energy consumption and harmful discharges into the air or water, to combating global warming and reaching the limits of planet's resources. This necessarily implies compliance with the legal provisions in force in terms of environmental protection but also to commit beyond. This is why Centreon is committed within the framework of its Environmental Charter and with the Global Compact to integrate as sincerely and as actively as possible the Sustainable Development Goals at the heart of its strategy.

Thus the Group is committed, for example, to greenhouse gas emissions due to the energy consumption of our offices, our IT resources and to business travel, the management of our waste, as well as our purchases.

Loyalty & Transparency



PROTECTION OF COMPANY ASSETS

Centreon expects its Employees to manage the Company's assets responsibly and to make their decisions based on transparent risk-benefit analyses. Employees are not authorized to use the Group's assets for personal, illegal or illicit purposes. The name of the Company cannot be used by an Employee for personal purposes. Under no circumstances an Employee should speak in the name and on behalf of the Company if he has not been expressly authorized to do so by the Board.

The Company's assets include in particular: patents, trademarks, know-how, lists of customers, subcontractors or suppliers, technical or commercial practices, and more generally all data or information to which Employee have access in the performance of their duties.

RELATIONS WITH CUSTOMERS, SUPPLIERS AND BUSINESS PARTNERS

Centreon bases its relations with all its stakeholders and, in particular, with its customers and suppliers, on the principle of honesty and fairness. The Group undertakes to meet its contractual commitments and to respect both the letter and the spirit of its commercial agreements. Employees are asked to act with professionalism, integrity and fairness. Commercial action in France and abroad, is carried out in compliance with local regulations. The Group expects a reciprocal commitment from its partners on these issues. It is the responsibility of each Employee to select its partners on an objective basis, without favoritism or discrimination.

FAIRNESS OF ACCOUNTING AND FINANCIAL INFORMATION

Centreon is committed to providing accurate, transparent and regular information. The sincerity of the accounts enables the Group to base its decisions on exhaustive, precise and reliable information. Centreon undertakes to produce regular and sincere accounts giving a faithful image of the financial situation, the results of operations, transactions, assets and liabilities of the Group.

Respect for People



RESPECT FOR PEOPLE & FIGHT AGAINST DISCRIMINATION AND HARASSMENT

Relations between or with Employees are based on the principles of mutual trust and respect, with the aim of treating everyone with respect, dignity and promoting equal opportunity in all aspects of employment. The Group applies a fair human resources policy that complies with the law.

In accordance with the conventions and recommendations of the International Labor Organization, Centreon prohibits all forms of forced or compulsory labor or the use of child labor.

The Group also guarantees its Employees and its stakeholders a working environment that excludes any discrimination or harassment based in particular on gender, sexual orientation, ethnic origin or religion, the status of employee representative, exercise of a union mandate, political opinions, disability, age and any other offensive physical, verbal or visual behavior. Each Collaborator must therefore respect the safety, rights and opinions of his colleagues as well as their cultural or specific particularities.

Centreon offers its Employees training opportunities adapted to their field of activity. Centreon respects the privacy of its Employees and protects their personal data.

HEALTH AND SECURITY

Centreon guarantees adequate working conditions to its Collaborators, particularly in terms of health and safety, who have a duty to contribute to it by respecting the rules of the Company.

DISABILITY

The Group carries an active disability policy, in particular by encouraging the employment and integration of employees with disabilities and by supporting people in the event of the onset of a disability during their professional life.

Fight against Corruption & Unfair Competition



FIGHT AGAINST CORRUPTION

Centreon strives to fight against any act of corruption or any other breach of probity in the countries in which it operates. The Group prohibits its Employees from promising, giving or receiving gifts in order to favor the natural or legal person who promised, gave or received them.

FAIR COMPETITION

Centreon ensures compliance with the rules of competition so that it is fair and equitable. No action by the Group should prevent, restrict or distort competition. Centreon refuses all unfair competitive and commercial practices and does not contract with companies that use these processes.

Whistleblowing System



1. What may be the subject of a whistleblowing report?

- A crime or misdemeanor.
- A serious and obvious violation of:
 - an international commitment duly ratified or approved by France,
 - a unilateral act of an international organization based on such a commitment,
 - national laws or regulations.
- A serious threat or harm to the public interest.
- Any behavior or situation contrary to this Ethical Charter.

⚠ Exclusions: The following information cannot be reported under the whistleblowing procedure: information covered by medical confidentiality, protected by national defense secrecy, related to judicial investigations, court deliberations, or professional secrecy between a lawyer and their client. These exclusions do not apply if the whistleblower became aware of the facts outside a professional context.

2. Who may raise an alert?

Any individual may report an alert, including but not limited to:

- Employees, former employees, or job applicants,
- External or occasional collaborators, subcontractors, or suppliers,
- Shareholders or partners,
- Any person who has become aware of the facts in a professional context.
- **Anonymous** reports may be submitted by post to the Ethics Council at the head office address of the company concerned, with the note “**confidential**” on the envelope.

They will be considered only if they are sufficiently documented to establish the credibility of the reported facts.

The whistleblower must act in **good faith and derive no direct financial benefit from the report**. They are not required to provide immediate proof of the facts reported, but must have **firsthand knowledge and be able to demonstrate the likelihood of those facts by any appropriate means**.

Whistleblowing System



3. How to Raise an Alert (Procedure Steps)

1/ Reporting Methods

A whistleblowing report may be submitted in any form and addressed to:

- The direct or indirect line manager,
- The Human Resources Department,
- By **anonymous mail** to the Ethics Council at the address of the headquarters of the company concerned with the note “**confidential**” on the envelope.
- Or by email to:

conseilethiquecentreon@centreon.com – for matters concerning **Centreon**,

conseilethiquecss@centreon.com – for matters concerning **CSS**.

The Ethics Committee is composed of a Works Council (CSE) member, the HR Director and the Legal Counsel.

The Ethics Committee is bound by professional confidentiality and is committed to protecting personal data in accordance with the General Data Protection Regulation (GDPR).

It operates independently, without any hierarchical connection to individuals who may be concerned by the report.

The Committee acts with impartiality, objectivity, and without bias, ensuring that every report is examined fairly, regardless of the identity of the whistleblower or the person involved.

It must not be subjected to any pressure or instruction in the performance of its duties.

2/ Acknowledgement of Receipt

An acknowledgement of receipt will be sent to the whistleblower within **7 working days** of the report being received unless the report is anonymous and does not allow contact.

3/ Admissibility Review

The **Ethics Committee will first verify** that:

- The report falls within the legal scope of whistleblowing,
- The conditions of good faith and public interest are met,
- The report is not manifestly unfounded or abusive.

4/ Analysis and Handling of the Report

The Ethics Committee will conduct or commission all necessary verifications and investigations, while ensuring strict confidentiality of the identities of both the whistleblower and any individuals implicated.

Each step of the process will be recorded in a secure register to ensure full traceability.

Where appropriate, the Committee may refer the matter to the relevant internal or external authorities.

Whistleblowing System



5/ Whistleblower Information

The whistleblower will be informed, within a maximum of three 3 months from the date of the acknowledgement of receipt, of the outcome or intended follow-up actions, which may include:

- Closure of the case,
- Continuation of investigations, or
- Referral to a competent authority.

6/ Closure of the Alert

A case is considered closed once it has been fully processed. All conclusions and decisions must be properly documented, and the whistleblower will be notified of the closure.

7/ Data Retention and Protection

Data related to a whistleblowing report shall be retained only for the period strictly necessary for its processing and for the protection of legal rights.

The entire procedure is subject to the General Data Protection Regulation (GDPR) and all applicable personal data protection rules.

4. Protection of the Whistleblower

- **No sanction, retaliation, or discriminatory measure**—whether disciplinary, professional, or financial—may be imposed solely on the grounds of a whistleblowing report, provided it was made in accordance with the established procedure.
- Similarly, any facilitator (any natural or legal person, non-profit, who assists a whistleblower in making a report or disclosure) benefits from the same protection.
- Only authorized individuals, and strictly to the extent necessary for processing the report, may have access to its contents.
- Conversely, **any person found to have made a malicious, abusive, or defamatory report may be subject to disciplinary action** and legal proceedings.

Whistleblowing System



5. Confidentiality

- The identity of the whistleblower, any facilitators, the persons implicated in the report, and all information collected are **strictly confidential**.
- Such information may only be disclosed to individuals responsible for reviewing and handling the report, or judicial authorities, if applicable.
- Any broader disclosure requires the **express consent** of the whistleblower or facilitator.
- The Ethics Committee ensures that no sanction, discriminatory measure, or adverse career impact occurs as a result of a report made in accordance with the law and internal procedures.
- The Ethics Committee is responsible for guaranteeing protection against retaliation for the whistleblower.

6. Voluntary Nature

Participation in this whistleblowing system is **voluntary**: an employee cannot be sanctioned for choosing not to use the internal reporting channel.

The whistleblower may also directly approach:

- A competent administrative or judicial authority,
- A professional regulatory body, or
- Make a public disclosure in the event of:
 - No action taken within 3 months of the acknowledgement of receipt,
 - Serious or imminent danger / risk of irreversible harm to the public interest (e.g., health, environmental, or safety risks),
 - Risk of retaliation or ineffectiveness of internal or external channels.

Contact

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